

PRV – Outreach Follow-Up Contact Related to Member Bills

Purpose:

The purpose of this procedure is to follow-up on a provider contact related to member bills when the provider is not enrolled with Iowa Medicaid.

Identification of Roles:

Education and Outreach staff

Performance Standards:

N/A

Path of Business Procedure:

Step 1: Receive billing inquiries from Member Services in all cases where a member received services from a non-participating Iowa Medicaid Provider.

Step 2: Contact the non-participating Iowa Medicaid provider regarding the claim that the provider is billing to the member.

- a. Encourage the provider to enroll in the Iowa Medicaid Program.
- b. Supply instructions to the provider on how to enroll so they can bill Iowa Medicaid for the services they rendered to the Iowa Medicaid member.

Step 3: Forward a summary of the call to Member Services to follow-up with the member.

Forms/Reports:

Call Tracking

Quality Assurance Report

RFP References:

N/A

Interfaces:

OnBase

Core - MMIS

Member Services- As members call regarding unpaid bills with non-Medicaid participating providers, Member Services will forward the call information to Provider Services. Provider Services will contact the non-Medicaid participating provider about the bill and encourage the provider to enroll with Iowa Medicaid. Provider Services will then route the call back to Member Services for follow-up with the member.

Providers

Attachments:

Process Map

PROVIDER CONTACT RELATED TO MEMBER BILLS

Education Outreach Coordinator/Enrollment Specialist

